

Job Description
Missouri State Highway Patrol

Class Title: Information Analyst I - Custodian of Records

Title Code: V00571

Effective Date: 11/05/04

Date Reviewed:

Date Revised: 12/27/04

Immediate Supervisor: Assistant Director- Custodian of Records

Position Supervised: None

FLSA Classification: Non-exempt

Working Hours: An employee in this position works an eight-hour shift as directed by the division director; however, working hours are subject to change at the discretion of the commanding authority.

POSITION SUMMARY

This is a highly responsible position requiring the employee to deal with confidential material submitted by law enforcement agencies. The employee in this position receives, analyzes, prioritizes, verifies, redacts (per state statute) and disseminates information resulting from requests and/or subpoenas received by law enforcement agencies, attorneys, public agencies and individuals. Work is subject to review by the Custodian of Records to verify conformance with state statutes, federal laws, policies and procedures.

DESCRIPTION OF DUTIES PERFORMED

(Any one position may not include all of the duties listed nor do the listed examples include all tasks, which may be found in positions of this class.)

Receives, reviews and prioritizes formal requests or subpoenaed requests for records received from law enforcement agencies, attorneys, public agencies or individuals.

Properly contacts the appropriate divisions within the Highway Patrol to retrieve copies of reports and/or evidence for final review and dissemination pursuant to a formal request.

Conducts any follow-up correspondence, either written or verbal, to requesting agencies, law firms or the general public to verify the legal purpose for their request and/or narrow the scope of their request, if needed.

Prepares correspondence and business record affidavits for signature and review by the Custodian of Records.

Responds to telephone or e-mail questions regarding issues related to the retention, redaction and dissemination of records.

Receives and properly processes fees received for duplication of records.

Conducts, disseminates and files complete criminal history inquiries on suspects, defendants and other individuals as needed to adequately search all databases within the Patrol for records pertaining to a formal request.

Conducts necessary telephone calls or computer checks (MULES/NCIC/ADORS/DOR/CaseNet) to learn the status of cases in order to determine if they are open or closed per the Missouri Sunshine Law.

Information Analyst I - Custodian of Records

2

Reviews, files, copies records and prepares a monthly dissemination log of records requested and processed through the Custodian of Records.

Opens, sorts and distributes mail.

Operates standard office equipment (e.g., facsimile machine, copy machine, typewriter, telephone, personal computer and printer, etc.).

Performs other related duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of state and federal laws

Knowledge of rules and policies regarding the collection, duplication and dissemination of records

Knowledge of the techniques and fundamentals of oral and written communication

Knowledge of modern office practices, procedures and equipment

Thorough knowledge of the Missouri Sunshine Law and the Freedom of Information Privacy Act

Working knowledge of criminal arrests and investigation procedures

Working knowledge of MULES, NCIC and DOR computer files

Working knowledge of record entry and quality control policy, standards and procedures.

Working knowledge of computer terminal.

Working knowledge of MULES, NCIC, and DOR applications.

Ability to read English effectively.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to recognize the irregularities of record entries as related to quality control procedures.

Ability to establish and maintain effective working relationships with fellow employees, supervisors and users.

Ability to work on multiple tasks in a highly efficient and professional manner.

Ability to work independently in the performance of job duties.

Ability to make decisions and coordinate with user agencies on the appropriate action to be taken as it relates to state and national systems.

Ability to handle restricted information in a professional manner and maintain the information as such.

Ability to communicate effectively in oral and written form.

Ability to understand and follow written and/or oral instructions.

Information Analyst I - Custodian of Records

3

Ability to operate computer terminal as related to record entry and message routing.

Ability to operate standard office equipment (e.g., facsimile machine, copy machine, typewriter, telephone, personal computer and printer, etc.).

Ability to maintain accurate records, files and documentation.

Ability to type 40 words per minute with ten (10) errors or less.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

Ability to work hours as assigned.

MINIMUM EXPERIENCE, EDUCATION, AND TRAINING REQUIRED

(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.)

Graduation from a standard high school or possess a GED

AND

Possess two years of clerical and/or customer service experience in an office setting.